



# Understanding PAVE User and Business Profiles, Application and Account Queues and User Roles



# Who Can Use PAVE?

- PAVE is for providers who want to enroll in Medi-Cal Fee-for-Service
- For already enrolled Fee-for-Service providers who need to update their enrollment
- For enrolled Fee-for-Service providers who have received a continued enrollment notice from Provider Enrollment Division



# PAVE Provider Types

- Ambulatory Surgical Clinics (physician owned)
- Audiologists
- Blood Banks
- Certified Acupuncturists
- Certified Nurse Anesthetists
- Certified Nurse Midwives
- Certified Nurse Practitioners
- Chiropractors
- Clinical Laboratories
- Dispensing Opticians
- Drug Medi-Cal Clinics
- Durable Medical Equipment
- Exempt from Licensure Clinics
- Hearing Aid Dispensers
- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists
- Licensed Midwives
- Licensed Substance Use Disorder
- Medical Transportation
- Nurse Practitioners
- Occupational Therapists
- Ocularists
- Optometrists
- Orthotist
- Pharmacies
- Physical Therapists
- Physician Assistants
- Physicians / Surgeons
- Podiatrists
- Portable Imaging Providers
- Prosthetist
- Psychologists
- Respiratory Care Practitioners
- Speech- Language Pathologists
- Substance Use Disorder Medical Directors
- Tribal Health Services



# Accessing PAVE

<https://pave.dhcs.ca.gov>

← → ↻ <https://pave.dhcs.ca.gov/sso/login.do?> ☆

**CA .GOV** **PAVE PORTAL**  [Bulletins](#) [Contact Us](#) [Sign Up](#) [Login](#)

*Hello! It is Lucy again, your enrollment buddy and guide. Login so we can get started on our journey! If you do not have a PAVE User Profile, select Sign Up*

Need technical support?  
Call the PAVE Help Desk at (866) 252-1949, and one of our friendly experts will be happy to assist you.  
The Help Desk is available Monday - Friday, 8:00 am - 6:00 pm Pacific time, excluding state holidays.

**Please Login**

User Name

Password [Reset Password](#)

Don't have a User Profile? Go ahead and [Sign Up!](#)

[Login](#)

UNAUTHORIZED ACCESS TO ANY STATE OF CALIFORNIA COMPUTING SYSTEM CONTAINING US GOVERNMENT OR STATE OF CALIFORNIA INFORMATION IS A CRIMINAL VIOLATION OF THE PENAL CODE SECTION 502 AND/OR APPLICABLE FEDERAL LAW AND IS SUBJECT TO CIVIL AND CRIMINAL SANCTIONS.

Whoever knowingly or intentionally accesses a computing system without authorization or exceeding authorized access, and by means of such conduct, obtains, alters, damages, destroys, or discloses on, or prevents authorize users of any data or computing resource owned by or operated for State of California shall be subject to disciplinary action, prosecution or both. Use in a manner other than as intended by the State of California may result in the forfeiture of access privileges. All computing system activities may be recorded and monitored. Individuals using these systems expressly consent to such monitoring and shall have no expectation of privacy in their use. Evidence of possible

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# PAVE Sign Up Process

- To begin the sign up process click on “sign up.” This starts the process of creating the user profile.

← → ↻ <https://pave.dhcs.ca.gov/sso/login.do?>

CA.GOV PAVE PORTAL DHCS

Bulletins Contact Us **Sign Up** Login

*Hello! It is Lucy again, your enrollment buddy and guide. Login so we can get started on our journey! If you do not have a PAVE User Profile, select Sign Up*

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Please Login

User Name

Password [Reset Password](#)

Don't have a User Profile? Go ahead and Sign Up!

Login



# PAVE Sign Up Process

- Complete the required information and click “next”

CA.GOV PAVE PORTAL DHCS

Bulletins Contact Us Sign Up Login

Thank you for your interest in PAVE. It will take just 2 minutes to create a User Profile

Sign Up Recovery Password Options

First Name  
Last Name  
Phone number  
E-mail address  
Re-enter e-mail address  
Password  
Re-enter password

I'm not a robot

reCAPTCHA

Next

PAVE Provider Portal SSO Version: 3.0 - Build Number: 118  
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# PAVE Sign Up Process

- Complete the password recovery questions and click “sign up”

A screenshot of the PAVE Sign Up process. The browser address bar shows the URL https://pave.dhcs.ca.gov/sso/register.do. The page header includes the CA.GOV logo, the text "PAVE PORTAL", and the DHCS logo. Navigation links for "Bulletins", "Contact Us", "Sign Up", and "Login" are visible. The main content area features a background image of a stethoscope on a tablet. A text box with a cartoon character says: "Just in case you forget your password (we all do) I will need some help verifying who you are. Just complete these personal recovery questions". To the right is a "Password Recovery" form with three dropdown menus for "Select Recovery Question 1", "2", and "3". Below these is a checkbox for "Use the same e-mail as the one used in the previous page." and an "E-mail address recovery" field with an "E-mail" input box. At the bottom of the form, it says "By clicking on Sign Up, you agree to the Terms &amp; Conditions for the portal." and has "Previous" and "Sign Up" buttons. A red arrow points to the "Sign Up" button. The footer contains the text: "PAVE Provider Portal SSO Version: 3.0 - Build Number: 118 © Copyright 2018 Digital Harbor Inc. All rights reserved."



# PAVE Sign Up Process

- PAVE will provide a “sign up success” pop-up once the initial set up is completed

The screenshot shows a web browser window with the URL <https://pave.dhcs.ca.gov/sso/portalUserRegister.do>. The page header includes the CA.GOV logo, 'PAVE PORTAL', and the DHCS logo. Navigation links for 'Bulletins', 'Contact Us', 'Sign Up', and 'Login' are visible. The main content area features a background image of a stethoscope on a tablet. A message reads: 'Thank you for your interest in PAVE. It will take just 2 minutes to create a User Profile'. A 'Sign Up' button is present. A 'Sign up success' pop-up is displayed, containing the following text: 'Thank you for registering with PAVE. A verification e-mail will be sent to [redacted]. This mail message could take up to 24 hours to be delivered to your mail box. If you do not receive this e-mail message in your Inbox, please check your Junk mail folder associated with your e-mail service. If the message is not there, check with your email provider to see if the email was quarantined as junk mail. In this case, your email provider will need to release the message to you. If you are still unable to locate your e-mail message, then please contact the PAVE Help Desk at 1-866-252-1949'. A 'Thank you' button is at the bottom of the pop-up. Below the pop-up, there is a 'Re-enter password' field, a checkbox for 'I'm not a robot', and a reCAPTCHA widget. A 'Next' button is located at the bottom right of the registration form.

PAVE Provider Portal SSO Version: - Build Number:  
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# PAVE Sign Up Process

- Sign up verification is required prior to logging into PAVE

The screenshot shows the PAVE Portal login page. The browser address bar displays <https://pave.dhcs.ca.gov/sso/login.do>. The page header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and navigation links for "Bulletins", "Contact Us", "Sign Up", and "Login".

On the left side, there is a circular profile picture of a woman and a message: "Hello! It is Lucy again, your enrollment buddy and guide. Login so we can get started on our journey! If you do not have a PAVE User Profile, select Sign Up". Below this, it says "Need technical support? Call the PAVE Help Desk at (866) 252-1949, and one of our friendly experts will be happy to assist you. The Help Desk is available Monday - Friday, 8:00 am - 6:00 pm Pacific time, excluding state holidays."

The main content area is titled "Please Login" and contains a form with the following fields and elements:

- User Name:
- Password:  with a "Reset Password" link.
- Don't have a User Profile? Go ahead and Sign Up! (with a blue "Login" button)

A pink error message box at the bottom of the form states: "Authentication error. Sign up verification is incomplete."

At the bottom of the page, a disclaimer reads: "UNAUTHORIZED ACCESS TO ANY STATE OF CALIFORNIA COMPUTING SYSTEM CONTAINING US GOVERNMENT OR STATE OF CALIFORNIA INFORMATION IS A CRIMINAL VIOLATION OF THE PENAL CODE SECTION 502 AND/OR APPLICABLE FEDERAL LAW AND IS SUBJECT TO CIVIL AND CRIMINAL SANCTIONS."



# PAVE Sign Up Process

- Log into your email account to complete the verification process by clicking “PAVE Portal Activation”

**From:** [PAVE-DHCS@dhcs.ca.gov](mailto:PAVE-DHCS@dhcs.ca.gov)  
**Date:** January 9, 2019 at 9:46:03 AM PST  
**To:** Sandy@webmail.com  
**Subject:** PAVE Portal - Activation

Dear Sandy,

Welcome to the DHCS Medi-Cal PAVE Portal! To complete your registration process, select the hyperlink below within 30 days of the receipt of this activation e-mail:



[PAVE Portal Activation](#)

If this e-mail was unintentionally sent to you, simply disregard this message or delete it.

Sincerely,

PAVE Portal Administration

To review California Department of Health's Terms and Conditions for PAVE Portal, Please check the link [Terms and Conditions](#)

Please note: This e-mail was sent from an auto-notification system that cannot accept incoming e-mail. Please do not reply to this message.



# PAVE Sign Up Process

- Enter your password and click “submit”

The screenshot displays the PAVE Portal sign-up interface. At the top, there is a navigation bar with the CA.GOV logo, 'PAVE PORTAL' text, and the DHCS logo. To the right of the logo are links for 'Bulletins', 'Contact Us', 'Sign Up', and 'Login'. The main content area features a stethoscope graphic and a message: 'Thank you for your interest in PAVE. It will take just 2 minutes to create a User Profile'. A 'Sign Up' form is visible, with a progress indicator showing 'Sign Up' as the active step and 'Recovery Password Options' as the next step. A 'Sign up verification' modal window is overlaid on the form, containing a 'User Name' field, a 'Password' field (masked with asterisks), and a 'Submit' button. At the bottom right of the form, there is a 'Next' button. The footer of the page contains the text: 'PAVE Provider Portal SSO Version: 3.0 - Build Number: 118 © Copyright 2018 Digital Harbor Inc. All rights reserved.'



# PAVE Business Profiles

- What is a business profile in PAVE?
  - A business profile is used to manage the applicant's applications, accounts, and users
  - A business profile can be shared among several different users
  - A business profile is set at the Tax ID or Social Security Number level not by NPI
    - An organization who has multiple NPIs for different locations, but has the same TIN would have only one business profile
    - A biller or credentialer who is managing multiple provider accounts would have one user login, but multiple business profiles, one for each client



# PAVE Sign Up Process

- Enter the NPI and click “verify NPI / Provider ID”

The screenshot shows a web browser window with the URL <https://pave.dhcs.ca.gov/ProviderPortal/startup.do?nth=he>. The page header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and a user profile for "Sandy". The main content area features a "WELCOME TO PAVE PORTAL" message with an illustration of a woman and a stethoscope. Below the welcome message is a form titled "Let's set up your Business Profile" with a red border. The form contains a text input field for "NPI/Provider ID" with the value "199999990" and a "Verify NPI/Provider ID" button. A "value is required" error message is displayed below the input field. There is also a checkbox labeled "Do not have an NPI".



# PAVE Sign Up Process

- To join an existing profile, request to join as a guest

https://pave.dhcs.ca.gov/ProviderPortal/startup.do?nth=he

CA.GOV PAVE PORTAL DHCS

WELCOME TO PAVE PORTAL

Just one more step to go. Before you start enjoying PAVE Portal, you'll need to set up a new Business Profile or join an existing Business Profile. All you'll need is your NPI, or the NPI of the Group/Organization or Individual's Business Profile you would like to join...

Let's set up your Business Profile

NPI/Provider ID   [Verify NPI/Provider ID](#)

We found a Business Profile in our records with NPI

Business Profile Name

What would you like to do?

Do you want to join this profile? Send a Request to Admin Jim Jones

[Request to join as a guest](#)

Please check the NPI above and if you feel this NPI should not be associated with this business Profile, please [Send a message to DHCS Provider Enrollment](#)

If you recently bought a health care business and need to submit a change of ownership application, please select Change of Ownership.

[Change of Ownership](#)

Do not have an NPI



# PAVE Sign Up Process

- Enter your business profile name and click “create my business profile”

https://pave.dhcs.ca.gov/ProviderPortal/startup.do?nth=he

CA.GOV PAVE PORTAL DHCS

WELCOME TO PAVE PORTAL

Just one more step to go. Before you start enjoying PAVE Portal, you'll need to set up a new Business Profile or join an existing Business Profile. All you'll need is your NPI, or the NPI of the Group/Organization or Individual's Business Profile you would like to join...

Let's set up your Business Profile

NPI/Provider ID  
1999999990 ✓ [Verify NPI/Provider ID](#)

Business Profile Name  
My Business ABC ✓ [Create my Business Profile](#)

⚠ Do not have an NPI



# PAVE Sign Up Process

- You now have access to create applications, update accounts, manage roles and business profiles, view tutorials and message PED





# PAVE User Profiles

- What is a user profile in PAVE?
  - A user profile is created during the sign up process and is each individual's unique login information including username and password that is used to access PAVE.
- How can you determine which user is logged into PAVE?
  - After signing up, PAVE will display the user who is logged in at the top right hand corner of the PAVE menu bar



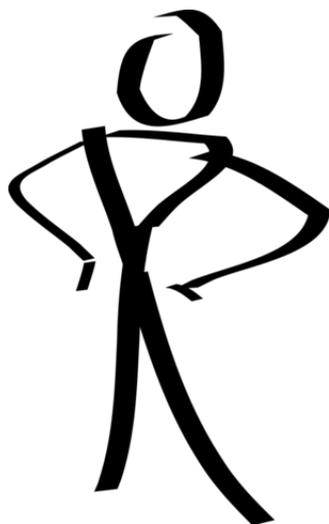


# User Profile versus Business Profile



## USER PROFILE

User Name: Janet Johnson  
User Login: janet@yamaail.com  
User Password: xxxxxxxxxxxx



## BUSINESS PROFILE

Janet is the office manager at My Business ABC Inc. The organization has multiple locations. Janet manages the organization's enrollment accounts under one business profile.



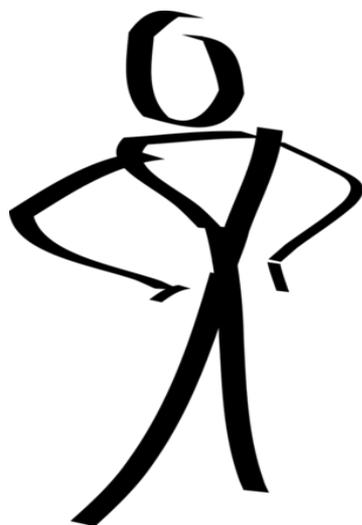


# User Profile versus Business Profile



## USER PROFILE

User Name: Bill Smith  
User Login: bill@web.com  
User Password: xxxxxxxxxxxx



## BUSINESS PROFILE

Bill is a credentialer and has multiple clients. Bill set up each client under a different business profile. A business profile is similar to a filing cabinet.





# PAVE Business Profiles

- How can you determine which business profile you are accessing?
  - The business profile is displayed next to the user profile at the top right hand corner of the menu bar
- Adding new business profiles:
  - Users can add or change to a different business profile by clicking the down arrow button.
  - To add a new business profile click on “create business profile” and follow the earlier instructions





# Adding more business profiles

The screenshot displays the PAVE Portal interface. At the top, the header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "My Business ABC" and "Sandy". Below the header, a navigation bar contains links for "My Home", "Applications", "Accounts", "My Tools", and "Help". A dropdown menu is open under "My Business ABC", showing a search bar, the current profile name, and an option to "Create Business Profile" which is highlighted with a red box and a red arrow. The main content area features a welcome message and a 3D isometric illustration of a city with buildings labeled "MY TOOLS", "MY APPLICATIONS", "MY ACCOUNTS", "LEARNING CENTER", and "MESSAGE CENTER".



# Adding more business profiles



My Home   Applications   Accounts   My Tools ▾   Help



## WELCOME TO PAVE PORTAL

Just one more step to go. Before you start enjoying PAVE Portal, you'll need to set up a new Business Profile or join an existing Business Profile. All you'll need is your NPI, or the NPI of the Group/Organization or Individual's Business Profile you would like to join...

### Let's set up your Business Profile ?

NPI/Provider ID

value is required

  
 Do not have an NPI



# Adding more business profiles

## WELCOME TO PAVE PORTAL



Just one more step to go. Before you start enjoying PAVE Portal, you'll need to set up a new Business Profile or join an existing Business Profile. All you'll need is your NPI, or the NPI of the Group/Organization or Individual's Business Profile you would like to join...

## Let's set up your Business Profile

NPI/Provider ID

1888888889 

 Verify NPI/Provider ID

Business Profile Name

ABC Medical Inc 



 Good Job!

 Create my Business Profile

Do not have an NPI



# Adding more business profiles

Choose a business profile

 *My Business ABC* 

 *ABC Medical Inc* 



# User Roles

## **Guest Role:**

- Manage his/her own email messages in PAVE
- Can only view and manage shared applications

## **Staff Role:**

- View all applications in the business profile
- View all accounts in the business profile
- Can invite a different user to become a business profile guest



# User Roles

## **User Role:**

- Make changes to his/her own applications
- Make changes to his/her own accounts
- Submit his/her own applications
- Manage shared applications
- Manage his/her own email messages in PAVE

## **Supervisor Role:**

- View all applications in the business profile
- View and make changes to all accounts in the business profile
- Be able to view the messages in the business profile
- Can invite a different user to become a business profile guest



# User Roles

## Authorized Signer Role:

- View all applications in the business profile
- View all accounts in the business profile
- Able to e-sign the application (must be an authorized signer)
- View sensitive documents that are part of the business profile
- Manage his/her own email messages in PAVE

## Manager Role:

- View all applications in the business profile
- Submit new applications
- View and make changes to all accounts in the business profile
- Able to e-sign the application (must be an authorized signer)
- View sensitive documents that are part of the business profile
- Be able to view the messages in the business profile
- Can invite a different user to become a business profile guest



# User Roles

## Administrator Role:

- View all applications in the business profile
- Submit new applications
- View and make changes to all accounts in the business profile
- Able to e-sign the application (must be an authorized signer)
- View sensitive documents that are part of the business profile
- Be able to view the messages in the business profile
- Manage the Business Profile
- Manage the Document Library
- Can invite a different user to become a business profile guest
- Can manage all user privileges
- Can change the application's owner



# User Roles

The screenshot displays the PAVE PORTAL interface. At the top, the header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, notification icons (1 email, 2 messages), the organization name "ABC Medical Inc", and the user profile "Sandy". The main navigation bar contains "My Home", "Applications", "Accounts", "My Tools", and "Help". The "My Tools" menu is open, showing options: "Document Library", "User Administration" (highlighted with a red box), "Auto-Populate Application", and "Business Profile Settings". A "New Application" button is visible in the bottom right corner. A callout box on the left side of the page contains a cartoon character and text: "Once you have completed the enrollment process, you will be able to view and manage your applications you have or are currently enrolling in." Another callout box on the right contains the text: "di-Cal Account. Listed below are the provider".



# User Roles

User Administration



Do you want to invite new members to the portal Profile? Select **Invite Users**.  
Do you want to change a member's privileges? Select the **pencil icon** and follow the prompts.



| Name       | Privilege Type | Status | Action |
|------------|----------------|--------|--------|
| Sandy Lee  | Administrator  | Active |        |
| Jack Brown | Administrator  | Active |        |



# Application Queue

- A business profile is similar to a drawer of a filing cabinet. Within each business profile (drawer) is the enrollment applications and accounts for an entity or provider.
- The PAVE Application queue allows the user to:
  - Start new applications
  - View the status of current applications
    - In Progress, Submitted, Returned to Provider, Approved, Denied, Withdrawn Approved





# Application Queue

CA .GOV **PAVE PORTAL** DHCS ABC Medical Inc Sandy

My Home **Applications** Accounts My Tools - Help

My Applications



Once you have completed the enrollment process, you will be able to modify your Medi-Cal Account. Listed below are the provider applications you have or are currently enrolling in Medi-Cal.

[+ New Application](#)

- Filter by -

- Please select a filter -

Search

| Application ID | Status      | Name            | Type              | NPI        | Application        | Complete | Last Update | Owner     | Actions |
|----------------|-------------|-----------------|-------------------|------------|--------------------|----------|-------------|-----------|---------|
| 1916QJ9J       | In Progress | ABC Medical Inc | Physician/Surgeon | 1888888889 | Individual Billing | 81%      | 01/14/2019  | Sandy Lee |         |

Printing Page



# Accounts Queue

- The PAVE Account queue allows users to:
  - View the status of approved enrollment accounts
  - Make certain updates to their enrollment records
  - Groups and rendering providers can remove affiliations (disaffiliate)
  - Disenroll from Medi-Cal Fee-for-Service



# Account Queue

CA.GOV PAVE PORTAL DHCS ABC Medical Inc Sandy

My Home Applications **Accounts** My Tools Help

Accounts



Hello again, Sandy Lee! Listed below are your active Medi-Cal accounts. If you have any questions about them, please [send a message](#) to a Medi-Cal representative.

mm/dd/yyyy Search

| Account ID             | Status | Provider Name | Provider Type | Account Type | NPI | Begin Date | Last Updated | Service Address | Actions |
|------------------------|--------|---------------|---------------|--------------|-----|------------|--------------|-----------------|---------|
| There are no accounts. |        |               |               |              |     |            |              |                 |         |



# Account Queue

Accounts



Hello again, Dennis Mcleod! Listed below are your active Medi-Cal accounts. If you have any questions about them, please [send a message](#) to a Medi-Cal representative.

mm/dd/yyyy Search

| Account ID | Status     | Provider Name   | Provider Type     | Account Type       | NPI        | Begin Date | Last Updated | Service Address                                      | Actions |
|------------|------------|-----------------|-------------------|--------------------|------------|------------|--------------|--|---------|
| 100098075  | 1 - Active | ABC Medical Inc | Physician/Surgeon | Individual Billing | 1888888889 | 01/24/2019 | 01/25/2019   | 500 University Ave, 125, Sacramento - CA, 95825-6504 |         |



# PAVE ON!